



THE UNIVERSITY
of ADELAIDE
COLLEGE

Student Withdrawal, Repeat, Restart Policy and Procedure

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Table of Contents

Table of Contents	2
Purpose	3
Definitions	3
Scope and responsibilities	3
Satisfactory course progress guidelines	3
Withdrawal	4
Policy	4
Procedure	5
Students who request to withdraw	5
Students who are asked to withdraw	5
Repeat/restart	5
Policy	5
Procedure	5
Financial	6
Version Control and accountable officers	6

Purpose

The purpose of this policy is to advise University of Adelaide College staff and students of the policy and procedure when students request to withdraw from their program, repeat a program, or restart a program.

Definitions

Repeat – when a student is unsuccessful in achieving satisfactory academic outcomes at the conclusion of a program, and decides to repeat the program from commencement.

Restart – when a student is not achieving satisfactory course progress and decides to withdraw from the program prior to conclusion and decides to recommence the program.

Scope and responsibilities

Relevant College staff are required to ensure that they have followed the procedure outlined in this document when dealing with a request from a student to withdraw, repeat or restart. This policy is to be made available to students on request and is available on the College website.

Students enrolled at the **Melbourne Campus** in University of Adelaide **Award programs** delivered by the College (e.g. Bachelor of Information Technology / Master of Accounting) are bound by University of Adelaide policies.

For students in the Degree Transfer Program and second semester on the Pre Master's Program, the University of Adelaide and the College determine whether a student may repeat a semester. This policy, therefore, does not apply to this group of students.

College staff should refer to the 'Withdrawal Procedure' or the 'GAE Extension Procedure', whichever is relevant to the situation, in conjunction with this document.

Satisfactory course progress guidelines

Satisfactory course progress at the College is defined as follows, for:

- Degree Transfer and Pre Master's**—a pass (grade of 50% or more) in the majority of the units of study the student is enrolled in for each semester
- Foundation Studies**—an overall grade of 50% or more based on the average of the 5 subjects undertaken each semester

- **General Academic English (GAE)**—a grade of 50% or more in assessments at each level of the program.

The following will apply with regards to the number of attempts to undertake College programs:

- Students are permitted a maximum of two attempts at the Degree Transfer/Pre-Master's Bridging program unless they change bachelor destination and then one more attempt is permitted.
- Students are permitted a maximum of two attempts at the Foundation Studies Program.
- Students are permitted a maximum of two attempts at each level of the GAE program*.
- Withdrawals after week 6 of the Degree Transfer/Pre-Master's Bridging will be considered as one attempt.
- Withdrawals after week 8 of the Foundation Studies Program will be considered as one attempt.
- Withdrawals after week 5 of the GAE program will be considered as one attempt.

**If a student has completed two attempts at one GAE level but has not come to the end of their enrolment then the student must be provided with the opportunity to study until the end of the GAE enrolment by enrolling again in their current level. Students who do not wish to repeat the level for a third time due to academic difficulty, may choose to withdraw. If a student has entered at the five-week mark of a level and does not complete that level successfully, they are only required to repeat the five weeks that they were initially enrolled in. Students will be permitted to undertake the whole 10 weeks of the level if they wish to.*

Withdrawal

Policy

Students may wish to withdraw for a variety of reasons and should refer to the Transferring to Another Provider policy if they wish to request release.

Students may be asked to withdraw from the College for any of the following reasons:

- the student has not met the attendance requirement (>80%)
- the student fails to achieve satisfactory course progress (>50%)
- the student has breached the Student Code of Conduct
- it is discovered that the student has been involved in criminal activity before applying to the College which was not disclosed at the time of application.

If a student is asked to withdraw and declines, the College may, and will when required by legislation, cancel the student's enrolment and inform the Department of Home Affairs (HA). In this case, the student will be provided with written notification, a copy of which will be stored in the student's electronic file.

Procedure

Students who request to withdraw

The procedure below is at no cost to the student.

1. The student is to meet with the relevant Student Services staff for counselling.
2. The student is to provide the following documentation:
 - 'Notification of Withdrawal from Program' form
 - 'Refund Request' form (if eligible for a refund)

Students who are asked to withdraw

The procedure below is at no cost to the student.

1. The student is to meet with the relevant Student Services staff for counselling
2. The student is to complete the 'Notification of Withdrawal from Program' form
3. Parents of students who are Under 18 are to be contacted and advised that the student is to be withdrawn.

If a student disagrees with a decision made in relation to their withdrawal then they may appeal the decision. Information on making an appeal is in the College's Grievances, Complaints and Appeals Policy.

Repeat/restart

Policy

Repeating/restarting students are treated on a case-by-case basis.

For Foundation and Degree Transfer and Pre-Master's Bridging students, irrespective of how many subjects they fail, all students are considered. If, however, a student fails the majority of their subjects, the relevant Student Services staff is to inform them that the College does not recommend that they repeat. If the student insists then they are required to sign an agreement written collaboratively between the relevant Student Services representative and the student acknowledging that the student has understood that they are proceeding despite the College's recommendations.

All repeating/restarting students will be placed on an intervention strategy.

Procedure

The procedure below is at no cost to the student.

1. The relevant Student Services staff counsels the student and offers the student the opportunity to repeat/restart, taking into account evidence of motivation and proactivity in the student's intention to

repeat/restart and the likelihood of the student achieving satisfactory course progress in their second attempt. The student is also advised that they will only have one opportunity to repeat/restart.

2. The student completes the 'Request to Restart' (Foundation Studies or Degree Transfer/Pre-Master's Bridging) or 'GAE Extension' form.
3. If the student is under 18 parent/guardian must provide approval on the form.
4. The student is noted in their program/level and placed on an intervention strategy. This student is to be followed-up regularly to monitor their progress.

Financial

Students may not repeat/restart until their offer has been accepted and necessary payments have been received by the College.

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officer	National Campus Director			
Implementation Officer	Academic Dean / Academic Manager (FSP/ELICOS)			
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The University of Adelaide College and The University of Adelaide Joint Academic Board				
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